

[REDACTED], Maryland [REDACTED]

February 17, 2002

Office of the Secretary
Room 159
Federal Trade Commission
600 Pennsylvania Ave., N.W.
Washington, D.C. 20580

To whom it may concern:

I am writing in regards to an announcement I read in the Washington Post seeking comments regarding telemarketers. While my experience is now several years old, I believe the situation still **occurs** and needs attention.

My experience was actually through that of my late mother who became widowed in 1983. At the time she was 70 and still mentally competent. For the first years of her widowhood, she seemed able to cope with the myriad phone calls and mail requesting she support this or that, buy this product or another. **By** the time she reached her late 70's, however, her mental condition had **begun** to deteriorate and this **was** when the telemarketers began to seriously move in.

Over the last 5 years of her life, I watched more than **\$8,000** spent on products unnecessary, of **poor** quality, and, many, utterly ridiculous. Since she lived alone, she was easy prey to the telemarketers who seemed "interested" in her life, her family, "sympathetic" to her loneliness, and "supportive" of her feeble efforts to live well. These "acts of kindness" took the shape of (1) convincing her she "needed" a \$500 cosmetic kit, including cellulite remover cream (I don't think she bought \$500 worth of cosmetics in the last **50** years of her life); they subsequently sold her a second one. I mailed them back but never received a refund. (2) an electric floor scrubber which never worked; when I mailed it back with an accompanying letter requesting a refund, I was ignored. I could never get a response from anyone at the company. (3) Jewelry from a company in Ohio who persuaded her to send them a blank check so she could purchase whatever she wanted without having to bother with another payment. Most of it was junk. (4) solicitations to buy tickets for one lottery or the other; the rudest experience was with a telemarketers selling Canadian (?) lottery tickets: I happened to be there when he called and when I refused to let him speak to my mother, he kept calling back...probably 6 more times in five minutes...despite my slamming the phone down each time he identified himself. On the last call, he let loose a string of obscenities. I don't doubt he eventually reached her and sold her tickets. (5) a company which sold promotional items and convinced her she needed \$1000 worth of pencils with her name on them. Fortunately, this information came to me via her neighbor and I spent hours tracking down the company...they insisted she had purchased other items **from** them (they suggested a **tv**) and only after letters to the company, including the president, and assuring them that an 80 year old woman had no use for \$1000 worth of pencils, did they finally refund the money. That situation alone cost me countless hours writing letters and making phone calls.

There were more situations like this. The most insidious was a company which had bilked her for hundreds of dollars before I discovered what they were doing. I worked with someone at our bank and, having power of attorney as well as being a co-owner of the bank account, began putting 'stop-payments' on those checks. The dangerous aspect came when this company had her send the checks via Fed Ex...so they could cash them before I could find out and put a 'stop' on them. Only through the kindness of a Fed **Ex** driver (who never identified himself) did I finally succeed in ending this: the driver had been called to her home for the third or fourth time and, seeing the same business on the check, got my mother to give

him my name and phone number; he called me, asked permission to not send it and to put a “do not pick up” flag on her name/address/phone. He told me what he was doing **was** illegal but that he had seen **so** much of this **with** the elderly, he could no longer justifiably let the checks **go** without some other member of the family approving. Thank God for him: those checks had already totaled more than \$1000 and could have gone on and on.

It **was** my experience that “do not call” did not work for her: they were not willing to listen to someone other than the ‘sucker’, regardless of legal authority. I had similar experiences with mail order companies and cannot describe the number of grocery bags, filled with solicitations for worthless products, entries into games promising huge prizes (the entry fee was anywhere from \$5 to \$20...a pittance if you might win \$100,000), and contributions to questionable organizations (which might send anywhere from 2-3 a week to 10 a month). I wrote letters to the Direct Mail marketing association with the promise they would remove her from their lists, but next month, she’d receive one, mail it in and we’d start all over **again**.

For anyone who is reasonably intelligent and still competent, who chooses to spend their money **on** such foolishness, I have little sympathy. Unfortunately, that is not the person these unseemly characters **go** after: **they** don’t call me because I slam the phone down, blow a whistle into the receiver...they get the message. The real **VICTIM** is the elderly who are no longer fully competent to hear the difference between a UNICEF request and some fly-by-night operation only out for whatever they **can** get.

I was **an** American History teacher for 27 years; I know all about the first amendment to the Constitution and I’m a firm believer in free speech. I am not, however, a believer in exploitation of our most helpless citizens and no one will ever convince me that unscrupulous telemarketing scams (which is what most telemarketing is) is free speech. It is not. It is only what it is, a scam for dollars, and I would rather give up some of my freedom than have another family **go** through what I did for nearly 8 years.

We were fortunate: the money “stolen” from my mother through her mental incompetence did not break her. She **was** well off and left a substantial estate. That is not the case with most of our elderly and I believe they are deserving of the protection of someone...particularly since, in our society today, families are often physically distant, and unable to keep the close, daily eye on their elderly relatives. Who is to do this? And even if the family member is close by (I lived 20 minutes from my mother) unless you live **with** them, the telemarketers **has** easy access.

It is hard enough watching a parent deteriorate physically and mentally before your eyes without also watching **a** lifetime of hard-earned dollars fly out the doors to people who care for nothing save profit. If the products they sold her were good quality, useful...I would be hard pressed to write this. I only hope that **you** will find some way of putting an end to this deplorable situation and prevent families

To whom it may concern
I think that it is very unnecessary
to make a National do not call
list. For one I love to donate to
the Troopers and the K-9's association
and I would be upset if I told
another organization not to call
and take me off there list. Because
that means that I won't get no
calls from the Troopers or K-9's
anymore. Also why do we need
the no call list when I can
call each organization to take me
off theirs, and if they don't
understand that I can't bring a
suit on them and collect money.
Then why do we need another
do not call law. This will make the
cost more to enforce such a law. So
as a tax payer I feel this is very
unnecessary.

Dear Office of the Secretary,

I understand the government is thinking of
issuing a national do not call list to stop
telemarketers from calling residents. I disagree.
I have my charities I happen to contribute to every
year, and others I may consider every other year. I
am not mind receiving calls from nonprofit organizations
I do appreciate all they do for us. I see no reason
to consider a do not call registry. How would I be
affected by the charities that I do give to twice
a year? If I don't want to contribute to an organization
I will be more than happy to tell them my self. I don't
want the government screening my calls, especially if I'm
paying for it. It's easy enough to just say no. They
do have monitors at the telephone company to pick up
telemarketing calls if people wish to purchase them, therefore,
I would recommend that people who have such a big
problem with the telemarketing calls ~~pay~~ pay the monitor at
their telephone company. This way they can spend their
money, not everybody else's.

March 5, 2002

To: Federal Trade Commission

We support your proposal to
Create a national "do not call" list.
Strengthen the Telemarketing Sales Rule
by fining companies that call those
individuals who have registered for "do not call".
Thank you.

Sincerely, *Maggie Amato*
Shirley Amato

[REDACTED] CA [REDACTED]

TO:FEDERAL TRADE COMMISSION

FROM:RALPH ARRIAGA

SUBJECT:OPPOSITION TO THE PROPOSAL TO CREATE A NATIONAL DO NOT CALL LIST THAT
WOULD EXTEND TO NONPROFIT ORGANIZATIONS

DATE:01/11/02

I am strongly opposed to the creation of a do not call registry that would apply to nonprofit organizations. I don't mind receiving calls from nonprofit organizations and I appreciate all **that** they do. I see no reason for **making** the national do-not-call registry applicable to calls made by or on behalf of nonprofit organizations. These organizations depend on **grass** roots fundraising and the proposed amendments to the Telemarketing Sales Rule will hurt the nonprofits and charities which rely on telemarketing companies to raise money to fund their program services. At a time when government is seeking to do less, the public **is** being asked to depend more and more on charities and nonprofits to provide social services and other forms of public good. The government should not be imposing restrictions that restrict the funding of these projects.

I do not support your current proposal to create this do not call list. I might support **a** do-not-call law that will allow me to pick the organizations or companies from which I do not wish receive calls. As I understand the proposal it is practically "all or nothing." If I put my name on the list, then the organizations I customarily support will not be able to call me. I am opposed to this kind of blanket prohibition.

SINCERELY,

A handwritten signature in cursive script, appearing to read "Ralph Arriaga".

RALPH ARRIAGA

[REDACTED]
[REDACTED] TX [REDACTED]

February 4, 2002

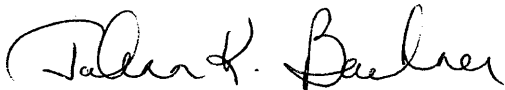
JoAnn K. Bachner
[REDACTED]
[REDACTED] Virginia [REDACTED]

Federal Trade Commission
Office of the Secretary
Room 159
600 Pennsylvania Avenue, N.W.
Washington, D.C. 20580

Dear Sirs:

I was DELIGHTED to learn that there is a proposal to give consumers the option of eliminating telemarketers. Those people call at all hours of the day or night, Sundays, etc., and are a real nuisance. I wholeheartedly support the "Do Not Call" Registry. I hope it passes.

Sincerely,



JoAnn K. Bachner



Ms. Deena Good

[Redacted]

[Redacted] 71. [Redacted]

Julia Chang.

It is most disturbing
to be interrupted from a
family dinner to have the
phone ring with a tele-
marketing person. I realize
they are on their own trying to
make money, but I don't
believe I should have to
further their cause.

RWBoucke

ROBERT W. BOUCKE

[Redacted] Calif. [Redacted]

[Redacted]

ave

in

to

lead

in

ed

ver

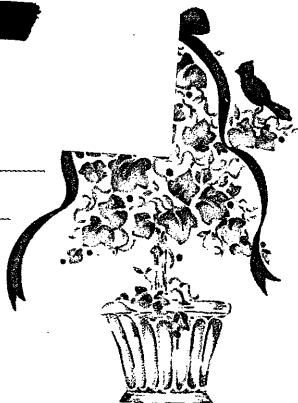
me

list

gal

to D.A.

34608



©Corning

March 6, 2002

Dear Sirs,

Please note that, my sister,
Ms. Betsy Cholakos, and I, ~~Miss~~ (Ms.)
Barbara V. Cholakos wholeheartedly
support the Federal Trade Com-
mission's proposal to set up a
national do-not-call registry.

We need protection from these
annoying telemarketing calls.

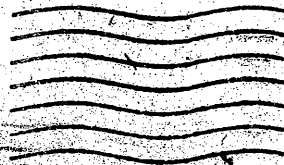
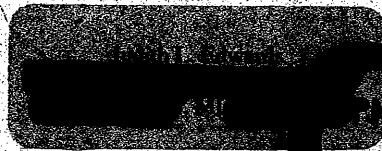
Sincerely,

Barbara V. Cholakos



Ms. Barbara V. Cholakos
Ms. Betsy Cholakos

MA



Office of the Secretary
Room 159
Federal Trade Commission
600 Pennsylvania Ave NW
Washington DC 20580



National
Re: Do-Not-call list for telemarketers

March 7, 2002

1. I think a number should remain on the list forever - it should be assumed unless the consumer specifies otherwise.
2. Who should be able to put a number on the registry? An adult who is mentally competent or their legal guardian.
3. Please let the registry be "all or nothing."
4. How would people verify their numbers are on the list? How about a web site? Although I don't own a computer, I often use one at the library. Just show #'s. Also addresses where someone could E-mail or write to be put on list or removed.
5. About enforcement - hey, you can either enforce it or you can't. I wouldn't worry about it. God knows, there are tons of laws which can't be enforced becauz offices are understaffed.

Judith Edwards

To Whom it may concern

Now the topic of discussion
s, You wanna have a National
do not call list. What's the
purpose of it I ask my self?

Now that's taking away the rights
of every concerned citizen like

myself, to have the privilege of
not leaving our homes when we

~~we~~ want to participate in
something that helps our community

Let me give examples: First of
all ~~the~~ myself - and thousands of

other people like to help out with
Donating to Association of Statetrans

Fire department, Sheriff Association,
needy children and families, and

Most important the Special Olympics

Now why would you want that
taken from us. Now the
people who don't participate
in these activities ~~they~~ should
asked to be put on a do not call
list, which would only be taken
from that company and that
company alone. So I disagree
~~with~~ with the National do not call
list.

Michael Gallagher

~~REDACTED~~ FL ~~REDACTED~~

THIS IS MY PERSONAL REPLY TO THE F.T.C.
ON CREATING A NATIONAL DO NOT CALL LIST.
I PERSONALLY DISAGREE FOR THESE REASONS.

AFTER THE EVENTS THAT OCCURED ON SEPTEMBER
11 OF LAST YEAR, THIS IS A TIME WE SHOULD BE HELPING
LEGITIMATE NON-PROFIT ORGANIZATIONS. IT APPEARS
TO ME THAT THIS NEW PROPOSAL WILL FURTHER LIMIT THEIR
ABILITIES TO REACH OUT TO EVEN THEIR OWN SUPPORTERS,
WHO HAVE CONSISTENTLY SUPPORTED THEM IN THE PAST.

AND BY THE WAY, I CURRENTLY WORK FOR A
TELEMARKETING COMPANY WHICH ALREADY MAINTAINS
A COMPANY DO-NOT-CALL LIST THAT IS STRICTLY
ENFORCED SO I DON'T UNDERSTAND THE NECESSITY FOR
THIS PROHIBITION AT ALL.

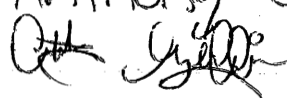
Andy Gallegos

ANDY GALLEGOS

[REDACTED]
[REDACTED] CA [REDACTED]

To Whom it May Concern

I am writing about the National do not call list. If someone takes their number off the local services call list, and they send that to the National call list. That means Public Services won't be able to call them. What if those people have been donating to us for 10 years, now it's against the law for us to call them. That law will not do any good if passed, Please consider this. Thank you for your time.

Sincerely,
Anthony Griffin


To whom it may concern,

My name is Jonathan Aric Griffin
working for Public Services inc my boss
Hendrey Harrison want me to write a letter
to complain about the National Do not call
list Well I back it up

Thanks
AJ
Aric Griffin

Aric Griffin

[REDACTED] FL

To Whom it May Concern:

My name is Jon Hamilton
I'm writing in reference to
the national do-not-call list.

I feel this new law will gravely
hamper charities and non-profit
organizations'. People don't
donate money to charities and
non-profit organizations if
aren't ask. Where is the support
and funding for these groups
suppose to come from, if
the government keeps interfering
with their right to seek public
support. I know the DMA
maintains a nation wide
do-not-call list, this would
seem, to me, to do the job. Why do
we need the federal government,
state government, and private
sector all trying to do the same
thing? It seems ~~like~~ like a
waste of money to me.

Jon Hamilton

[REDACTED]
[REDACTED], FL
[REDACTED]

Sincerley

Jonathan Hamilton

TO: FEDERAL TRADE COMMISSION
OFFICE OF THE SECRETARY
ROOM 159
600 PENNSYLVANIA AVE. N.W.
WASHINGTON,DC 20580

DATE: February 18,2002

SUBJECT: TELEMARKETING SALES RULE

1. Establish a toll-free number through which consumers could request to be put on a "do not call list."
2. Please **do** everything possible to keep telemarketers from calling me. I HATE TO ANSWER THE PHONE TO HEAR A PERSON TRYING TO SELL SOMETHING WHICH I CAN NOT SEE. Stop them from calling me. I can shop where I can see what I will buy. TELEMARKETERS INVADE PRIVACY AND **WASTE** MY TIME.

Thank you for your consideration,

Miriam Herskberger

[REDACTED]

, Ohio

[REDACTED]

.....

January 11, 2002

Federal Trade Commission
Room 159
600 Pennsylvania Ave, N.W.
Washington, DC 20580

Subject: National Do Not Call List

I am concerned about the proposal for a national do not call list. As I understand the proposal it is a blanket list that would require both profit and nonprofit companies to remove the phone number from their databases.

I do understand that many people don't like calls from credit card and long distance companies, as well as other profit companies. I see no reason for making the national do-not-call registry applicable to calls made by or on behalf of nonprofit organizations. The fact that these telemarketing companies continue to exist shows that the public does support and want to be called by them. When they cease to give money over the phone, charities will stop calling them. People are more likely to contribute to charities when someone asks them to. How are these organizations going to fund the many good things they do if the government is interfering with their right to seek public support? The government has already stated that it *wants* people to support charities in order to cut back on the need for federal funding of these programs. I am also concerned about how this list will be maintained. What if I move and I am given a new telephone number that is already on the do-not-call list? How will I know? It could cut me off from groups I want to support.

I hope you will reconsider your proposal for a national do not call list that would apply to calls made on behalf of nonprofit organizations.

Sincerely,



LEON HINES

#

[REDACTED]
[REDACTED], TX [REDACTED]

.....

March 7, 2002

(3-07-02)

Dear Federal Trade
Commission Washington D.C.

I agree with proposed
changes to ^{the} telemarketing
rule for sales

I hope we have soon a
"Do not Call registry"

Please send me any informatio
& update & Rights and
details to my home.

And please do not sell
or give my name & number
to any other person or
agency.

Thank you,
J. B. Hollister

 Al.

March 4, 2002

Office of the Secretary
Room 159

Federal Trade Commission
600 Pennsylvania Avenue
Washington, DC 20580

Gentlemen:

I urge you to create a "do not call" list re the Telemarketer Sales Rule which now exists — the sooner the better.

The number of calls during the day and at night (til 8:30 or so) is far more than just annoying.

For an elderly person, such as myself, these calls are really horrible (not too strong a word)! I would never buy anything once the phone, have enough of my marbles left to resist the magazine &c scams, and the "computer hang-ups" make me not want to answer the phone any more at all.

When I don't answer, then concerned family fear something is wrong. I just feel the phone SHOULD be for business & personal calls & the Telemarketing intrusions is now out of control.

Sincerely,

Helen F. Johnson



Mrs. Helen F. Johnson

[REDACTED], CA [REDACTED]

INSPIRE GREATNESS™



Special Olympics
Massachusetts

March 7, 2002

PRESIDENT & CEO
Robert A. Johnson

OFFICERS - BOARD OF DIRECTORS
David Yoshida - Chairperson
Paul Ryder - 1st Vice Chair
Franklin Quigley, Jr. - 2nd Vice Chair
Frederick W. Ferbert, Jr. - Treasurer
Rikk Larsen - Secretary

Office of the Secretary
Federal Trade Commission
Room 159
600 Pennsylvania Ave., NW
Washington, DC 20580

Dear Secretary:

I am writing to you on behalf of 9,300 Special Olympics Athletes here in the State of Massachusetts who depend on our program to meet a very basic human need; the need for a sense of personal achievement, self-esteem and hope for the future. Special Olympics is the single largest amateur sports organization in the world. We provide to our participants, all of whom have some degree of mental retardation, a year-round sports training and competition program. In Massachusetts we train in 26 sports and provide no fewer than **140** organized competitions per year. We do **so**, not at government expense, and for the most part not with paid employees, but rather as a result of active ongoing fundraising and recruitment from the general public through direct marketing. This program is being seriously threatened by the proposed amendments to the Telemarketing Sales Rule to create a national registry for a "do-not-call" list.

The proposed amendment, in my opinion, would not serve the best interests of the people in that it would allow for the very kinds of calls that receive the most complaints from the American public, and would seriously limit the ability of organization such as the one I represent to contact supporters and potential supporters of our cause thus making it considerably more difficult for us to recruit volunteers and financial supporters. It **is** further unfair, in my opinion, (and perhaps unconstitutional) to limit the ability of one group **to** contact people while protecting the ability of others to do the same.

Special Olympics Massachusetts, Inc. currently employs the services of outside vendors to raise funds, recruit volunteers and conduct cause-related promotions through direct marketing. Nearly half of our annual NET revenue comes from such efforts. The amendment, as proposed, would have a devastating affect upon our ability to further or mission.

President Bush has recently stated that he believes that every American should



The Federal Trade Commission
March 7, 2002
Page 2

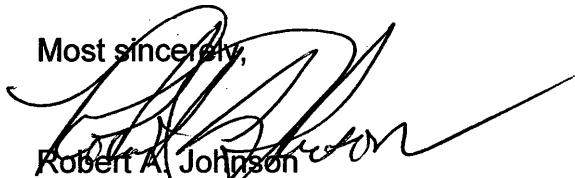
donate 4,000 hours over their lifetime to worthy causes. Organizations, such as ours, are "volunteer-intensive" and totally reliant upon the kindness of many individuals who routinely give of their time and funds to support and further our mission. Without them we would simply not exist.

Please, therefore, let it be known that Special Olympics Massachusetts, Inc. opposes the proposed amendment as written. We would support an amendment, however, that exempts all non-profit organizations.

On behalf of our 9,300 athletes and their families who rely on our services so much, I implore you to reconsider your actions.

Thank for your attention to this matter and thank you also for this opportunity to give input to this process.

Most sincerely,



Robert A. Johnson
President — 0

Robert A. Johnson

Ohio

March 7, 2002

Office of the Secretary
Room 159
Federal Trade Commission
600 Pennsylvania Avenue NW
Washington, DC 20580

Dear Sir/Madam:

Following are my comments on the proposed changes to the Telemarketing Sales Rule. I have submitted these same comments by e-mail today. I have stated the question as posed by the Commission and appended my comment as "Ans."

How long should a telephone number remain on the national "do not call" registry?

Ans. There should be no time limit. It should remain on the list until someone at that telephone number removes it.

Who should be permitted to request that a telephone number be placed on the "do not call" registry?

Ans. Anyone in the household. Telemarketing calls can disrupt everyone in the household.

Should requests from the line subscriber's spouse or adult child be permitted?

Ans. Yes. The annoyance of telemarketing calls affects everyone in the household.

Should third parties (outside the FTC) be permitted to collect and forward requests to be put on the "do not call" registry?

Ans. Yes. However, unscrupulous third parties might sell, or otherwise misuse the list, so **only** people who understand that and are willing to take that chance should be willing to have a third party act for them. Using a third party must be optional with user.

What security measures are appropriate and necessary to ensure that only those people who want to place their telephone numbers on the "do not call" registry can do so?

Ans. People whose numbers are placed on the "do not call" registry should receive confirmation of that fact when it happens, by letter, e-mail or some other way.

Should consumers be able to verify that their numbers have been placed on the registry?

Yes.

If so, how?

Ans. By telephone call to an automated call center, using a PIN for privacy.

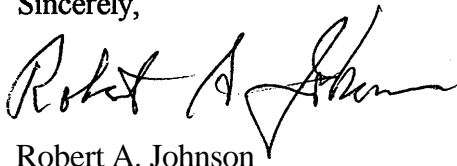
Should the "do not call" registry be an "all or nothing" option or should it instead allow consumers to specify the days or time of day that they are willing to accept telemarketing calls?

Ans. The registry should be all or nothing unless something else is not too hard to administer. People mostly just don't want to be bothered by telemarketers at any time.

The proposed rule would permit consumers or donors who place their name and telephone number on the "do not call" registry to provide express verifiable authorization to specific sellers or organizations to make calls to them. How will this requirement affect those entities with which a consumer or donor has a preexisting relationship?

Ans. The consumer should notify the preexisting entity that he/she is giving authorization to be called. Or give such entities a one-time allowance to call that particular consumer and ask to be put on the authorized list.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert A. Johnson". The signature is fluid and cursive, with a large, stylized initial "R" and "J".

Robert A. Johnson

Dear, Secretary

I Don't mind receiving calls for organization that I feel need the money, unlike credit card companies law enforcement organizations do need the money. I think ~~that~~ if you make a national do not call list people will think it will eliminate the credit cards calling. The people who enjoy giving such as my self will not be aware that putting themselves on this list will eliminate them from the ones they already give too. The do not call list will be useless because people will still get the most annoying calls of all the credit cards.

Sincerely,
Drew Lyons

Drew Lyons

~~_____~~
~~_____~~ LA, ~~_____~~

Office of the Secretary, Federal Trade
Commission

re: Telemarketing Rulemaking Comment
FTC File No. R411011 pertaining to
Proposed Privacy Act System, Do-
Not-Call Registry FTC.

Please do something to help us
citizens escape the daily tele-
marketer calls. I am sick of them.

John D. Malin

[REDACTED]

[REDACTED] KS [REDACTED]

[REDACTED]

March 7, 2002

FTC, Office of the Secretary
Attn: Telemarketing Rulemaking - Comment
600 Pennsylvania Avenue NW, Rm 159
Washington DC 20580

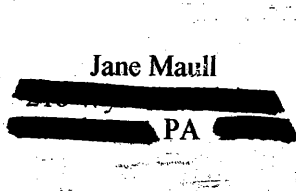
RE: Telemarketing Rulemaking - Comment FTC File No. R411001

We would like to have our names and telephone number removed from the telemarketing listing.

Please place the following names on the DO NOT CALL LIST:

Jack Kirk

Jane Maull



MRS. ANTHONY P. MORSE
[REDACTED]
CALIFORNIA

6 March 2002

Federal Trade Commission

Dear Mr. Secretary,

I urge you to do all you can toward decreasing the intrusion of tele-marketing into our homes and lives.

I realize there are exceptions allowed under the current proposal (this last week with politicians calling ten times a day makes me wish there were not!), but all the help we can get will be gratefully received. I'll apply to get^{*} on the no-call list as soon as there is one.

Sincerely yours,

APMorse

*interrupted by tele-marketer here — 3:50 pm P.S.T.